



European Crime Prevention Award and EUCPN Best Practice Conference 2010 Project Entry Form

The theme for this year's European Crime Prevention Award and EUCPN's Best Practice Conference is ***"A secure home in a safe community, through prevention, community policing and restoration"***.

According to this theme, the projects may focus on:

- the protection and the feeling of being protected against crimes (e.g. domestic burglary, computer crime, domestic violence, theft, itinerant groups, ...)
- the protection of the surroundings in the pursuit of a secure home (e.g. the prevention of nuisance, neighbourhood mediation, camera surveillance, environmental design, community workers, community guards, ...).

The list is not exhaustive. The projects may address any question relevant to this year's theme.

Please complete the attached form (the boxes are expandable). Note that the last point is for a one-page description of your project.

As we intend to compile a visual presentation of the entries, we kindly ask you to provide material for this (videos, photos, leaflets, etc)

Entries should be in English, but may be accompanied by a version of the entry in the national language if wished. Each country may enter one project as its ECPA entry and up to two other projects to be presented at the conference. Projects should be submitted only through the National Representatives. The full ECPA rules can be found at www.eucpn.org

Deadline for entries is **October 15th, 2010**.

Send your entry or entries to: eucpn@ibz.eu .

If you have any questions, please contact Anneleen Van Cauwenberge at eucpn@ibz.eu .



ECPA/BPC 2010

Please answer the following questions in English.

1. Is this your country's ECPA entry or is it an additional project? (Only one ECPA entry per country plus up to two other projects.)

This is Finland's ECPA entry

2. What is the title of the project?

Community Contact Work-project

3. Please give a short general description of the project.

The Community Contact Work project started in January 2009 within the City of Helsinki's social services department. The project aims at improving the residents' sense of everyday safety in the city, as well as assuring a pleasant living environment in the neighborhoods. The community contact workers move on foot in their target neighborhoods (approximately 15 neighborhoods in Helsinki), in shopping centers and other public spaces, observing the environment, engaging in discussions with residents and intervening in possible disturbances by reconciling and talking. The community contact workers serve all residents of all age groups; "ordinary" citizens as well as the marginalized. They convey real-time information concerning issues related to the neighborhoods or the city in general from the residents to the city and state officials and vice versa. The community contact workers work in close co-operation with the community police, and network with housing cooperatives, resident associations, as well as other actors and officials in their target areas.

4. Please describe the objective(s) of the project.

The main objective of the project is to create a sense of community in the target neighborhoods, thus improving the sense of safety of the residents and other actors in the area. The goal is that residents:

- feel they are a part of their neighborhood and know their neighbors
- detect issues that may cause safety concerns in their neighborhood, as well as other problems which may cause dissatisfaction among the residents. Furthermore, the goal is to encourage residents to consider potential solutions to the problems and how to improve the situation together with their neighbors and officials
- have a way to notify city officials and other officials of their concerns without encountering problems or delays
- feel that they are being heard concerning issues related to their neighborhood
- do not experience an unfounded sense of insecurity in their neighborhood or in the city, due to lack of information and facts concerning issues related to their neighborhood or other inhabitants in the area

5. How was the project implemented?

The project employs seven people in total: a project leader and six community contact workers. All the community contact workers have an educational background in social services and strong work experience with diverse client groups within different areas of the social service sector.

Because the project only employs seven people it was important from the beginning to choose appropriate target areas for the project. These target areas (approximately 15 neighborhoods) were chosen in cooperation between the social services department and the Helsinki police department (Note that the Helsinki Police Department serves directly under the Police Department within the Ministry of Interior; there is no city or municipal police force in Finland, only a national police force.) Cooperation with the police has been active throughout the project and, for example, a delegate of the project always takes part when the police plan their target areas, so called hot spot areas, for their visible, centralized surveillance,.

The community contact workers work in pairs of two in their assigned target areas and always wear their well-recognizable work outfit. The working hours of the community contact workers are not consistent with traditional office hours, but instead their work hours fall between 7 am and 9 pm on weekdays. The community contact workers can schedule their work hours independently according to the needs of the neighborhood. When needed they also work late nights and Saturdays. All the workers are able to access their e-mails through their mobile phones, which gives them the opportunity to spend as much time as possible on foot and not in the office. As such, at least 50% of the work hours are spent on foot in the streets, in shopping centers and visiting places such as day centers for homeless and substance abusers. The remaining work hours are spent in different networks informing other actors (e.g. the police, youth workers, social workers and substance abuse units) of the community care workers' experiences and observations in the streets, as well as planning cooperation in the area and/or different community events together with the residents.

The community contact workers approach residents actively, discussing possible concerns or answering questions they might have related to the neighborhood, the city in general or services in the city. The workers also actively intervene in any disturbances they detect in the area through discussion and reconciliation. The community contact workers also escort people to shelters as well as other social and health services, advocating on their behalf when needed. The workers have three cars at their use, which enables them to transport clients as well as move quickly from one area to another if needed. The community contact workers are also responsible for the outreach work among homeless people. Thus, the community contact workers do not discriminate against any clients groups, but serve all residents, "ordinary people" as well as the marginalized.

The community contact workers pass on any information or concerns the residents might have concerning their neighborhood to officials and actors in the area whose jurisdiction it falls under (e.g. community police, public works department). The community contact workers always aim towards giving the residents feed-back as to what measures have been taken based on their initiatives. At the same time residents are also advised on how they themselves can be in direct contact with the different city officials and departments in the future.

An important part of the community contact work is also done in the surrounding areas of the social services department's residential units in the city. Some of the residential units for, e.g. substance abusers, are located in densely populated neighborhoods and may cause concerns

for the other residents in the neighborhood. The community contact workers have an important role of acting as mediator between the residents in the neighborhood and the clients at the residential units, preempting possible disorder and conflicts in the neighborhood. For example, the community contact workers have been present daily in the surroundings of the overnight shelter at the Hietaniemenkatu Service Centre since its opening in August 2009.

Apart from the workers' well-recognizable work outfits and moving around on foot in the neighborhoods, the project has gained visibility and been promoted in all the major newspapers as well as local community newspapers. Leaflets about the project are also available in different public places, such as community centers, and information about the project is also available on-line on, for example, different neighborhood associations' websites.

The community contact workers write daily reports of their observations and tasks which are then forwarded weekly to, among other places, the other units of the social services department as well as the Helsinki Police department and the City of Helsinki's administration centre. As part of the project, an Internet-based GIS-survey (Geographic Information System) was piloted in the spring of 2010, as a way for the residents to inform officials of their concerns or give feedback (positive and negative) about their neighborhood.

6. Were partners involved in planning and/or development and/or implementation of the project? If so, who were they, and what were their roles?

The project was first initiated by the mayor of Helsinki and the Commissioner of the Helsinki Police Department. The city of Helsinki's administration centre's safety and preparedness coordinating division was then responsible for organizing and obtaining the funding for the project as well as summoning the right partners to develop the project. Representatives for the social services department, the Helsinki Police Department and the Helsinki Deaconess Institute, together with the safety and preparedness coordinating division planned the framework of the project.

The social services department was responsible for recruiting the employees and organizing the practical arrangements of the project. As the Helsinki Deaconess Institute already had obtained some experience of neighborhood work in the surroundings of residential units, the job description was developed in collaboration between the Helsinki Deaconess Institute and the social services department.

The target areas for the project were chosen in cooperation between the social services department and the Helsinki Police department, based on the data on levels of social problems in different areas of Helsinki and data provided by the police department in relation to crime rates and police emergency calls in different areas of the city.

7. How did you build in plans to measure the performance of the project? Has the project been evaluated? How, and by whom?

Before the project started, it was agreed upon that the project would produce social reports for the central stakeholders. Thus, from the first week of the project the community contact workers started writing daily progress reports. These written reports were provided until October 2009, after which the work had established itself to such a degree that it was possible to proceed to numerical reporting.

As the focus of the community contact work project lies heavily on prevention and improving the residents' sense of everyday safety, which is a very subjective experience, it was clear from the beginning that this would not be a project that could be measured through traditional statistical data, such as changes in crime rates or police emergency task rates. Instead, the results have been measured through how well the project has been able to encounter residents, convey residents concerns and ideas to appropriate officials and build networks and cooperation with partners in the project target areas. The numerical reporting system mentioned before, provides on a weekly basis a detailed overview of the project's observations, main tasks, as well as residents encountered either in the streets or through different functions. Based on these reports the project has been able to give, among other things, statements to other officials, and increasingly also to media, about phenomena and situations in different neighborhoods and on the streets.

An interim evaluation report was, however, prepared in the spring of 2009, consisting of a description of the backgrounds of the project and the results of the first months of operation. The Safety and Preparedness Coordinating Division is publishing an analysis of the project in the fall of 2010. The analysis includes interviews with the project workers, the staff at the residential units, as well as the results of a survey done on-line among the residents and partners in the target areas and among community police officers.

8. What were the results? How far were the objectives of the project achieved?

The results of the first interim report in the Spring of 2009 already showed that the project was extremely well received by the residents as well as other actors in the target neighborhoods, something that can be seen as reflected in the large numbers of invitations to different functions, community events and network meetings the project received already in the first few months of operation.

The first results of the surveys done in 2010 among residents and partners in the target areas, confirm the findings of the interim report done in the first few months of the project. It appears as if there had been a clear gap, which now has been filled, in how residents and service providers as well as city and state officials "find each other" and exchange information. Residents find it important that the workers are easily accessible and present in their neighborhoods and serve all client groups, "ordinary" citizens as well as more marginalized people. The presence of the workers themselves creates a sense of safety. The weekly reports provided by the project show that in 2010 (1.1.2010-30.9.2010) the project has had 16 991 encounters with residents and 4544 encounters with different partners in their target areas.

Thus, the project has managed to achieve its objective of increasing residents' sense of being heard and having a way to convey their concerns and ideas regarding their own neighborhood to city and state officials. Furthermore, the project has an important role in providing real-time information and facts to residents, thus preventing unfounded feelings of unsafety – a task that is clearly demonstrated in the results of the community work done in the surroundings of the residential units, where the project has not only managed to preempt disturbance from the units' residents, but also succeeded in preempting conflicts between the residents of the neighborhood and the residents of the units.

9. Are there reports or documents available on the project? In print or on the Web? Please, give references to the most relevant ones.

The results from the surveys among the residents as well as community police officers are provided as an appendix to this application form. Numerical reports of the operation of the project are available from November 2009 onwards and also included as an appendix to this application form.

The Interim Evaluation Report of the Community Contact Work –project, 2009, is available in Finnish and can be obtained per request: lahityo@hel.fi

A description of the GIS-survey pilot as a working method is provided as an attachment to this application.

10. Please, write a *one page* description of the project:

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The community contact workers work in pairs of two in their assigned target areas and always wear their well-recognizable work outfit. The working hours of the community contact workers are not consistent with traditional office hours, but instead their work hours fall between 7 am and 9 pm on weekdays. The community contact workers can schedule their work hours independently according to the needs of the neighborhood. When needed they also work late nights and Saturdays. At least 50% of the work hours are spent on foot in the streets, in shopping centers and other public spaces, as well as visiting places such as day centers for homeless and substance abusers. The remaining work hours are spent in different networks informing other actors (e.g. the police, youth workers, social workers and substance abuse units) of the community care workers' experiences and observations in the streets, as well as planning cooperation in the area and/or different community events together with the residents.

The community contact workers approach residents actively, discussing possible concerns or answering questions they might have related to the neighborhood, the city in general or services in the city. The workers also actively intervene in any disturbances they detect in the area through discussion and reconciliation. The community contact workers also escort people to shelters as well as other social and health services, advocating on their behalf when needed. The workers have three cars at their use, which enables them to transport clients as well as move quickly from one area to another if needed. The community contact workers are responsible for the outreach work among homeless people. Thus, the community contact workers do not discriminate against any clients groups, but serve all residents, "ordinary" citizens as well as the marginalized and all age groups.

The community contact workers pass on any information or concerns the residents might have concerning their neighborhood to officials and actors in the area whose jurisdiction it falls under (e.g. community police, public works department). The community contact workers always aim towards giving the residents feed-back as to what measures have been taken based on their initiatives. At the same time residents are also advised on how they themselves can be in direct contact with the different city officials and departments in the future.

An important part of the community contact work is also done in the surrounding areas of the social services department's residential units in the city. The community contact workers have an important role of acting as mediator between the residents in the neighborhood and the clients at the residential units, preempting possible disorder and conflicts in the neighborhood. For example, the community contact workers have been present daily in the surroundings of the overnight shelter at the Hietaniemenkatu Service Centre since its opening in August 2009.



“Tell it on the map”

Locating safety concerns on the map

The City of Helsinki’s social services department’s Community Contact Work –project, in cooperation with, the city’s safety and preparedness coordinating division began in May 2010 using an internet based tool, to investigate the views of people living in one of the neighborhoods in Helsinki. The goal was to find out how they felt about the safety of their neighborhood by using an interactive map. Kerrokartalla (<http://kerrokartalla.hel.fi/>) is an interactive tool developed by the City of Helsinki’s IT division, which enables citizens and officials to communicate, using a map as their tool.

This survey was executed as a pilot during 22.5.2010-30.6.2010 in the neighborhood of Malmi, which is one of the areas where the Community Contact Work -project operates. The purpose was to gather information of people’s experiences regarding their neighborhood and to provoke discussion about the good as well as the bad aspects of the neighborhood. Through this survey it was also possible to reach people that had not been in contact with the Community Contact workers of their area before. Since the comments are marked on a map, they are easily locatable on and the information is also easy pass on to other officials. As such, through this interactive tool it has been possible to meet three objectives: 1) gather residents’ opinions in a certain geographical area 2) save the information in a user-friendly and easily accessible format 3) increase the interaction between residents and officials.

The feedback gathered through this survey was used to plan a so called “safety walk” in the same neighborhood. The safety walk, which was organized in September 2010 by the Community Contact Work –project used the outcome of this survey, to choose the routes for the walk. During the safety walk the participants can share their views and observations about the safety of the area with other residents and officials.


The tool works as follows: the respondent tag a place on the map with a sad face (red) where he/she thinks more attention should be paid or with a happy face (green) if a particular spot or area is found to be pleasant. The officials then answer the question or give feedback in the same map view (image 1).

 **Kauppakeskuksen lähistöllä Ylä-Malmin...** [Kommenttipalstalle](#)

Maanantaina 21.6.2010 klo 8:57, Ilkivallantevoja tai roskaisuutta

Kauppakeskuksen lähistöllä Ylä-Malmin puolella olevat roskalaatikot pursuavat aina yli ja spurgut riekkuvat vastapäisillä penkeillä. Vastenmielinen kohta. Eikö tätä voisi jotenkin siistiä. Esim roskikset erilliseen katokseen. Kenen käytössä ne ylipäättään ovat?












 Vastaukset

 **Lähityöhanke**, *Torstaina 24.6.2010 klo 13:36*


Otimme yhteyttä HSY:n asiakaspalveluun ja sieltä saamamme tiedon mukaan roskikset uusitaan 1.7.10, joten toivoo paremmasta on luvassa lähitulevaisuudessa! Terveisin Emilia Viljakainen ja Miia Pikkarainen

Image 1. This resident complains about untidiness and there not being enough garbage cans in a certain area. The Community Contact Work has then replied, informing the resident that they have been in contact with the city's environmental services and that there will be more garbage cans brought to the area.


In the first section of the survey the respondent was able to tag places on the map, where he/she thinks some of the claims mentioned below are accurate. The outcome of the pilot survey was 355 tags on the map:

 My favourite place	51	tags
 An important place for the neighborhood (e.g. scenery)	50	"
 A nice meeting place (both outdoor and indoor facilities)	26	"
 My idea for improving this spot/area	38	"
 Unsafe place at night	31	"
 Dangerous traffic (e.g. crossing the street, intersection, speeding)	39	"
 Poor visibility (e.g. overgrown vegetation)	15	"
 Vandalism or untidiness	53	"
 Disturbances or noisiness	40	"
 Inadequate lighting	7	"
 Something else	5	"

In the second section of the survey the respondent was able to draw routes onto the map indicating pleasant or unsafe routes to walk in the neighborhood. The respondent could attach a written description or a photo to the spot. The survey was also used to gather information about places people find pleasant and want to preserve, thus gaining new and positive perspectives of the neighborhood. In total 64 routes were drawn:

 Pleasant and safe route that I use often

33 route markings

 Unpleasant or unsafe route that I avoid using

31 " "

The outcomes of the survey help the community contact workers while on foot, to concentrate on certain places, e.g. places which gained multiple tags concerning vandalism or untidiness. In this survey, such places were clearly located in the immediate surroundings of the Malmi trainstation and shopping centre (image 2), while the favorite places of the respondents were scattered more evenly in the area (image 3).

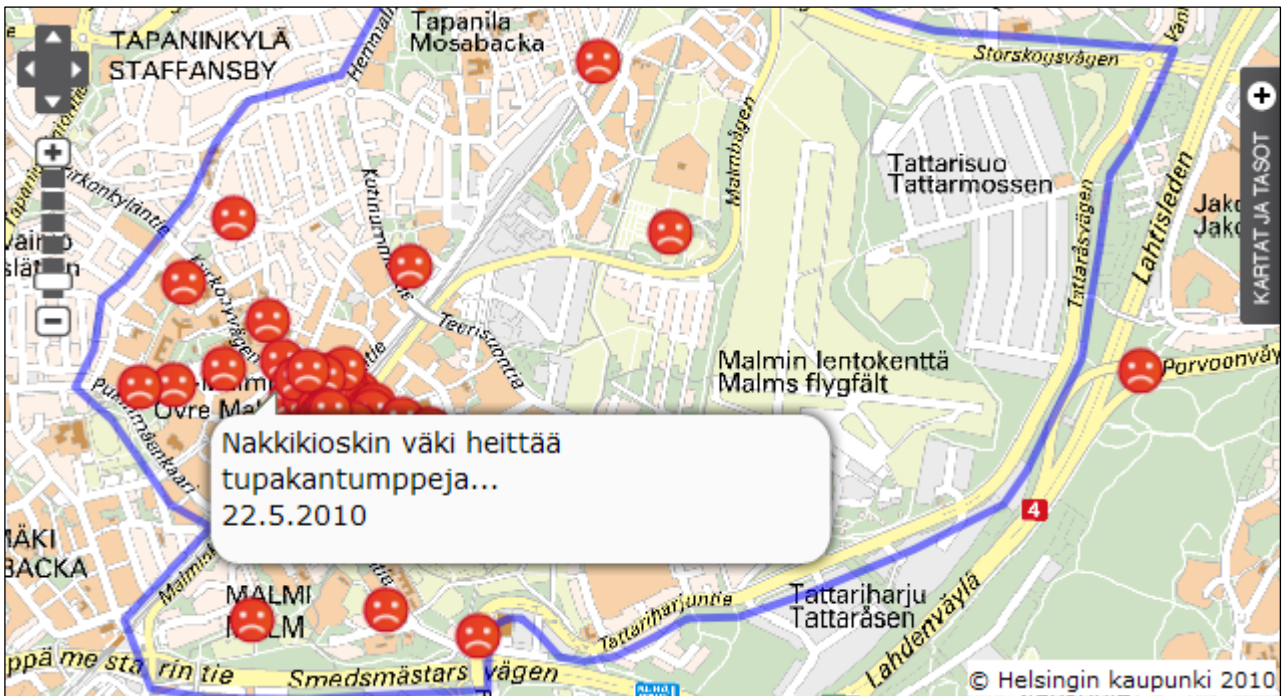


Image 2. Untidiness and vandalism concentrate to the surroundings of Malmi shopping centre and trainstation.

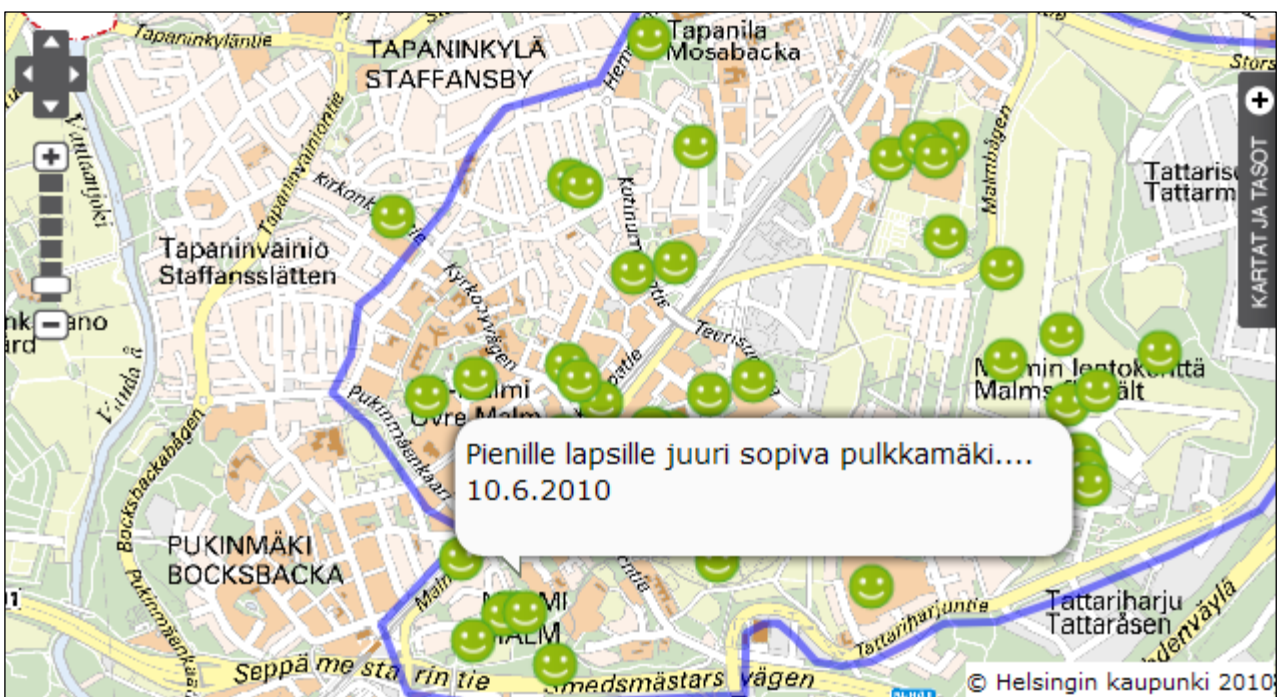


Image 3. The favorite places are more evenly scattered in the area.

FEEDBACK SURVEY ON THE COMMUNITY CONTACT WORK –project

Community Police officers

N=11 (* please note there are less than 30 full-time community police officers in Helsinki)

Published: 5.8.2010

Question: Have you cooperated with the Community Contact Work -project?

	Answer	Amount	Per cent	20%	40%	60%	80%	100%
1.	Yes	10	90,91%					
2.	No	1	9,09%					
Total		11	100%					

Examples:

Issues concerning the safety of the area.

In problem situations concerning the area/neighborhood and cooperation in monitoring the behavior and alcohol use of young people. We have also informed them about issues which have come to our knowledge from other actors and they have done the same for us.

I have been in meetings with the community contact workers.

Meetings with them, an event arranged by the community contact Work –project, meetings organized for residents, information exchange.

Concerning many local problems which residents have informed us of. The Community Contact workers have visited the sites and been in contact with relevant actors. We have also moved on foot together with the community contact workers and attended resident association meetings, working groups etc.

In issues connected to Hietaniemenkatu 5 Service centre -area and surrounding parks. Community contact workers have also informed city officials about the problems we have encountered

In issues connected to Hietaniemenkatu 5 service centre

I have informed the Community Contact Work –project concerning feedback from a citizen, in which they could intervene and take care of.

In problems concerning Hietaniemenkatu 5 service centre and Uudenmaankatu reception centre. Concerning problematic traffic arrangements and in general concerning issues between the city and the police.

Question: Have there ever been any problems in the cooperation with the Community Contact Work -project?

	Answer	Amount	Per cent	20%	40%	60%	80%	100%
1.	Yes	0	0,00%					
2.	No	10	100,00%					
3.	Cannot say	0	0,00%					
Total		10	100%					

Question: The Community Contact Work -project works with, among other things, the tasks mentioned below. Which in your opinion should be focused on in your area? You can choose more than one option.

	Answer	Amount	Per cent	20%	40%	60%	80%	100%
1.	Moving on foot in the streets and shopping centers, intervening in different disturbances through discussion and reconciliation.	5	45,45%					
2.	Providing information and consulting citizens about social services or services offered by others.	8	72,73%					
3.	Passing information or concerns from the residents to city officials and other actors.	11	100,00%					
4.	Participating and organizing different community events.	6	54,55%					
5.	Cooperation with resident associations, housing cooperatives and other actors in the area.	10	90,91%					
6.	Other tasks, which?	1	9,09%					
Total								

Question: Based on the tasks mentioned, do you as a community police officer find there is need for such work in the city?

	Answer	Answer	Per cent	20%	40%	60%	80%	100%
1.	Yes	11	100,00%					
2.	No	0	0,00%					
3.	Cannot say	0	0,00%					
Total		11	100%					

Question: Based on the tasks mentioned, do you find that the project is beneficial for the community police?

	Answer	Amount	Per cent	20%	40%	60%	80%	100%
1.	Yes	11	100,00%					
2.	No	0	0,00%					
3.	Cannot say	0	0,00%					
Total		11	100%					

Examples:

As part of their work, the police has to give guidance and information about issues which belong to the jurisdiction of other official. Also, the feedback from citizens is now and then such, that it would belong to the city and not the police. The community contact workers make police officers work easier by acting as a link towards the city officials.

All kinds of communication and delegation of duties in small matters help the police. Situation updates and information exchange work very well.

Information exchange is beneficial to both. We see the things from different points of view and can therefore be helpful to each other.

Dealing with issues is easier when there is one channel which forward information. They bring other viewpoints to problem solving than the one of the police.

The cooperation has worked well. The community contact workers have been a good link towards the city. The workers have dealt well with the problems of Hietaniemenkatu 5 service centre area.

The police should have a straight contact to the city, as it is often hard to find out who is the right person to contact. The community contact workers act as a straight link and provide consultation. Also it is good that different tasks (i.e. guidance) concerning issues not related to the police can be directed to community contact workers.

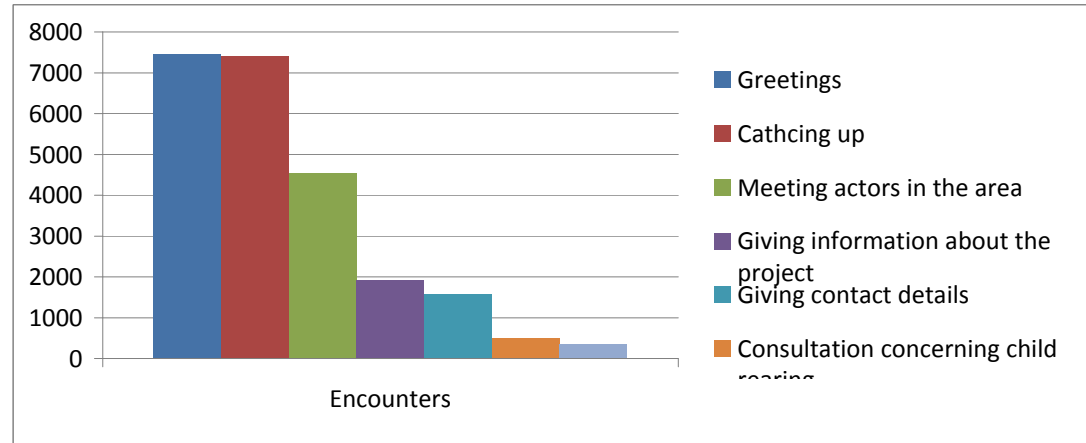
They are an important link between the police and the city.

TASKS WHILE WORKING ON FOOT (1.1.2010 - 26.9.2010)

Encounters

Greetings
 Cathcing up
 Meeting actors in the area
 Giving information about the project
 Giving contact details
 Consultation concerning child rearing
 Listening to a resident's safety concerns

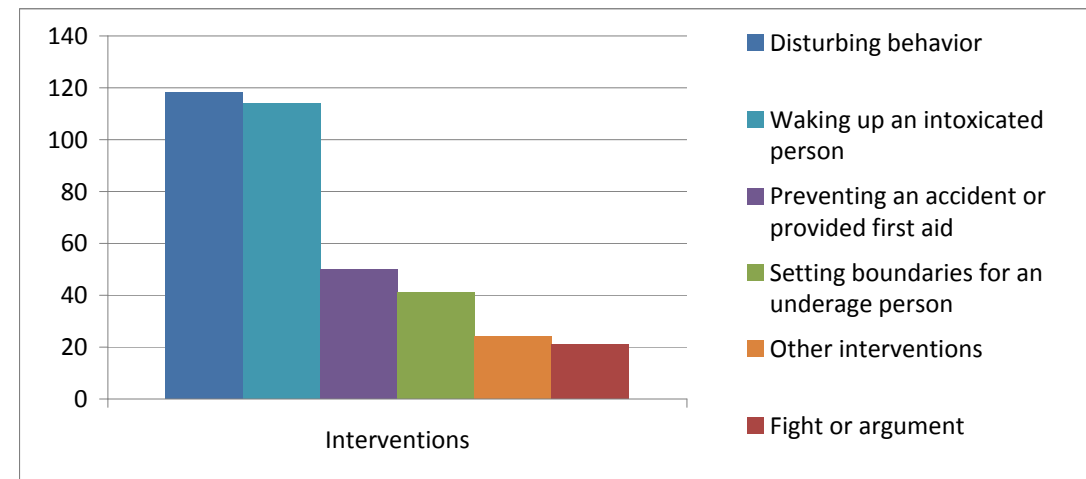
16991
 7453
 7412
 4544
 1924
 1586
 511
 353



Interventions

Disturbing behavior
 Waking up an intoxicated person
 Preventing an accident or provided first aid
 Setting boundaries for an underage person
 Other interventions
 Fight or argument

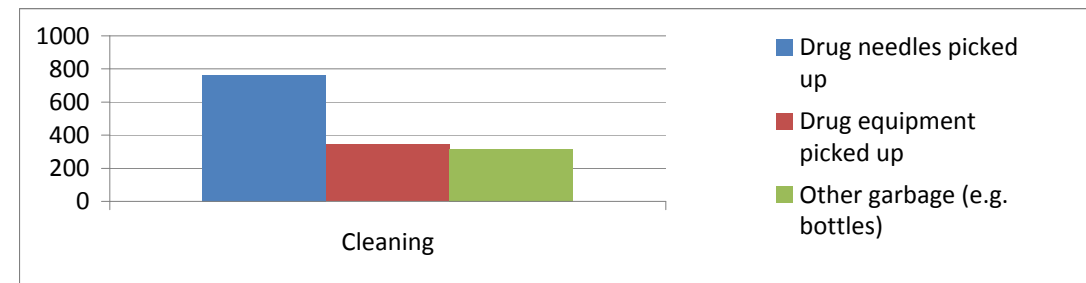
368
 118
 114
 50
 41
 24
 21



Cleaning the area

Drug needles picked up
 Drug equipment picked up
 Other garbage (e.g. bottles)

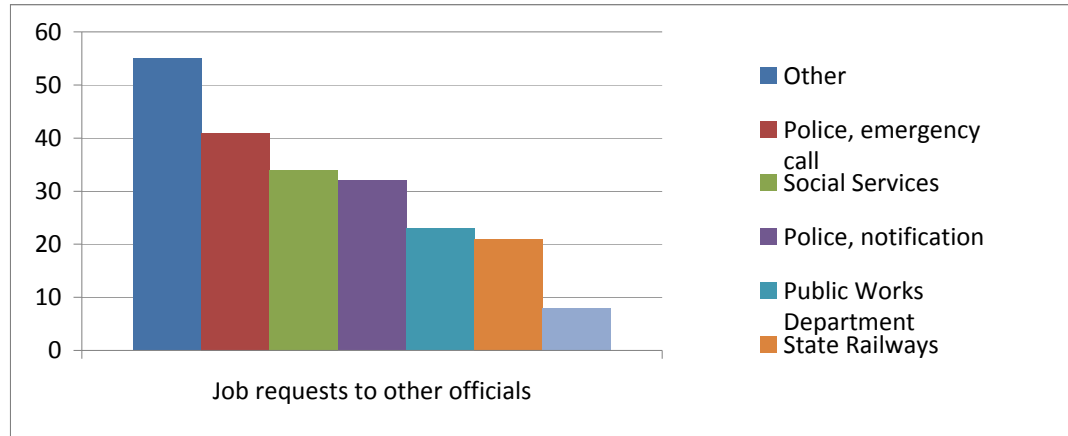
1422
 763
 344
 315



Tasks passed on to other officials

- Other
- Police, emergency call
- Social Services
- Police, notification
- Public Works Department
- State Railways
- Ambulance

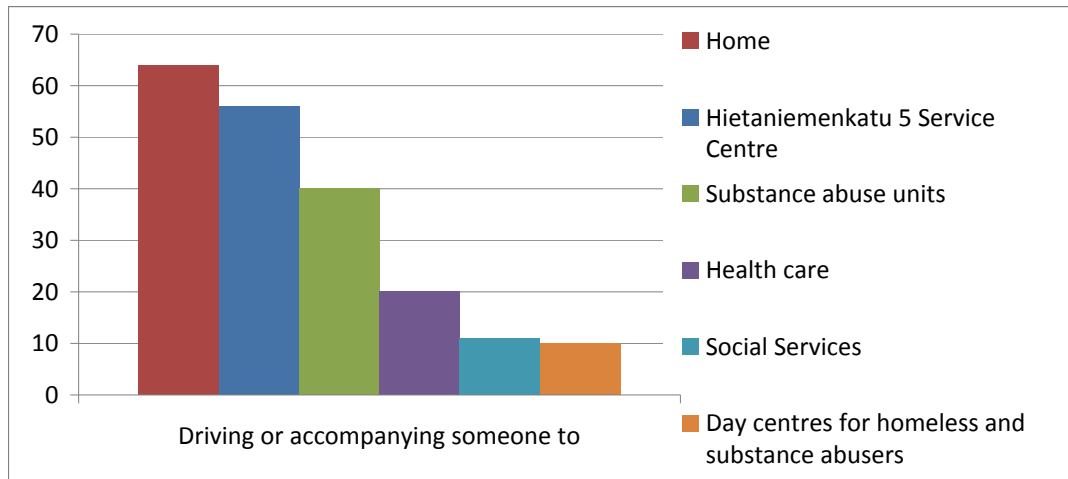
- 214
- 55
- 41
- 34
- 32
- 23
- 21
- 8



Driving or accompanying a client to

- Home
- Hietaniemenkatu 5 Service Centre
- Substance abuse units
- Health care
- Social Services
- Day centres for homeless and substance abusers

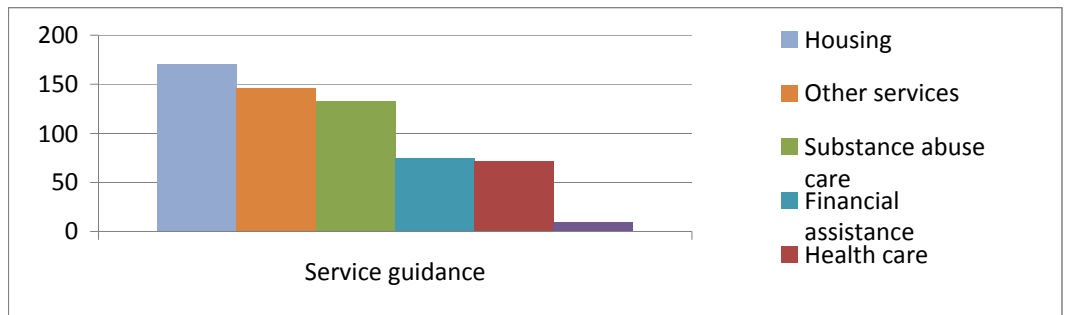
- 201
- 64
- 56
- 40
- 20
- 11
- 10



Service guidance concerning

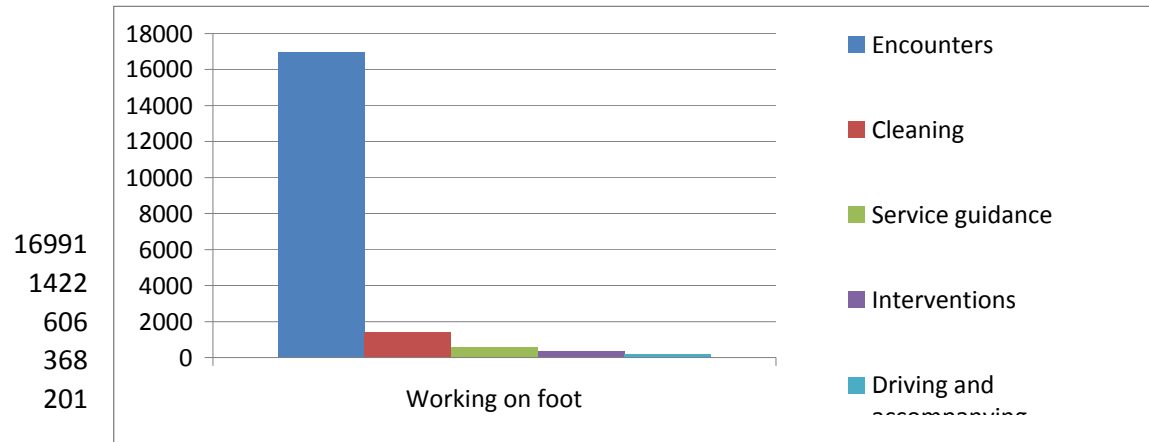
- Housing
- Other services
- Substance abuse care
- Financial assistance
- Health care
- Police

- 606
- 171
- 146
- 133
- 75
- 72
- 9



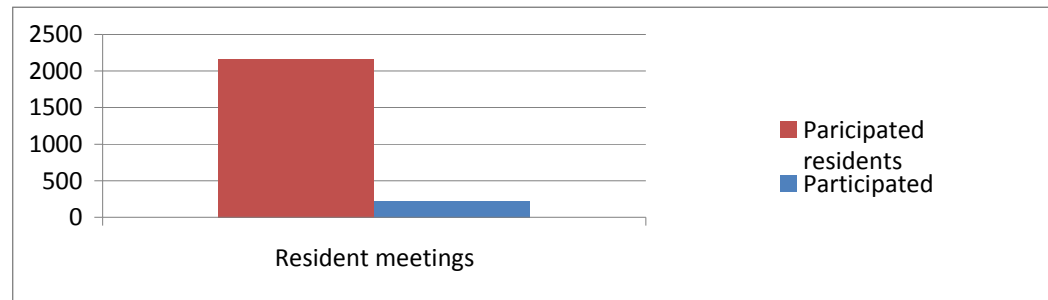
WORKING ON FOOT

Encounters	16991
Cleaning	1422
Service guidance	606
Interventions	368
Driving and accompanying someone somewhere	201



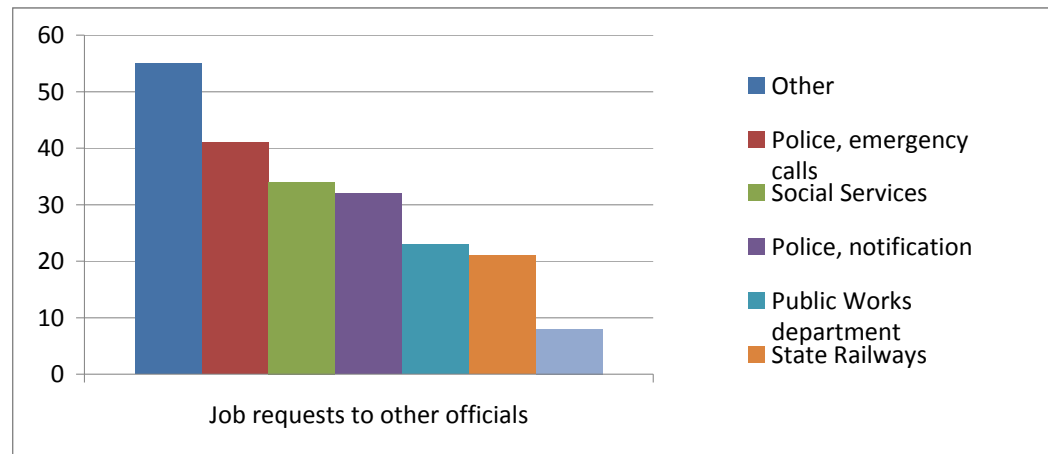
NETWORKING

Resident meetings	2169
Participated residents	2169
Participated stakeholders	217



COMMUNICATION

Job requests to other officials	214
Other	55
Police, emergency calls	41
Social Services	34
Police, notification	32
Public Works department	23
State Railways	21
Ambulance	8



FEEDBACK SURVEY FOR RESIDENTS/ACTORS IN TARGET AREAS ABOUT THE COMMUNITY CONTACT WORK - PROJECT

■ Group: Residents
■ Group: All respondents

How old are you?

	Answer	Amount	Per cent	20%	40%	60%	80%	100%
1.	Under 18	0	0,00%					
		0	0,00%					
2.	18-27	6	6,90%					
		16	10,13%					
3.	28-37	16	18,39%					
		25	15,82%					
4.	38-47	16	18,39%					
		28	17,72%					
5.	48-57	19	21,84%					
		42	26,58%					
6.	58-65	16	18,39%					
		23	14,56%					
7.	Over 65	14	16,09%					
		24	15,19%					
Total		87	100%					
Total		158	100%					

Gender:

	Answer	Amount	Per cent	20%	40%	60%	80%	100%
1.	Male	32	37,21%					
		62	39,74%					
2.	Female	54	62,79%					
		94	60,26%					
Total		86	100%					
Total		156	100%					

FEEDBACK SURVEY FOR RESIDENTS/ACTORS IN TARGET AREAS ABOUT THE COMMUNITY CONTACT WORK - PROJECT

Question: Did you answer the questions

Answer	Amount	Per cent	20%	40%	60%	80%	100%
1. from a resident's point of view	87	100,00%					
	87	56,13%					
2. from a partner's point of view or other actor in the area	0	0,00%					
	27	17,42%					
3. both *)	0	0,00%					
	30	19,35%					
4. cannot say **)	0	0,00%					
	11	7,10%					
Total	87	100%					
Total	155	100%					

*) The respondent may live and work in the target neighborhood and as such, has answered from both perspectives

**) May be a citizen who spends time in the neighborhood or lives in a residential unit and does not consider oneself a permanent resident in the area

Question: Have you used the community contact workers' services?

Answer	Amount	Per cent	20%	40%	60%	80%	100%
1. No	43	68,25%					
	77	60,63%					
2. Yes: I have told them about a safety-related concern.	12	19,05%					
	24	18,90%					
3. Yes: I have received guidance or consultation about the services of the city or other actors.	4	6,35%					
	8	6,30%					
4. Yes: I have received help in a problem situation.	1	1,59%					
	5	3,94%					
5. Yes: I have used the services of the community contact group project in some other way	3	4,76%					
	13	10,24%					
Total	63	100%					
Total	127	100%					

FEEDBACK SURVEY FOR RESIDENTS/ACTORS IN TARGET AREAS ABOUT THE COMMUNITY CONTACT WORK - PROJECT

Question: The community contact workers work, among other things, with the tasks mentioned below. Which of these should in your opinion be focused on in your area? You can choose more than one option.

Answer	Amount	Per cent	20%	40%	60%	80%	100%
1. Moving on foot in the streets and shopping centres , intervening in different disturbances through discussion and reconciliation.	49	77,78%					
	95	79,83%					
2. Providing information and consultation to citizens about social services and other services	33	52,38%					
	70	58,82%					
3. Passing information or concerns from the residents to city officials and other actors.	40	63,49%					
	72	60,50%					
4. Participating and organizing different community events.	44	69,84%					
	79	66,39%					
5. Cooperation with resident associations, housing cooperatives and other actors in the area.	45	71,43%					
	80	67,23%					
6. In my opinion there is no need for such work in my neighborhood.	1	1,59%					
	2	1,68%					
7. Other tasks	3	4,76%					
	7	5,88%					

Question: Have the community contact group workers had an impact on the safety in your neighborhood or made the living environment more pleasant?

Answer	Amount	Per cent	20%	40%	60%	80%	100%
1. No impact	8	12,50%					
	9	7,14%					
2. Cannot say	37	57,81%					
	61	48,41%					
3. Yes, they have had an impact. How?	19	29,69%					
	56	44,44%					
Total	64	100%					
Total	126	100%					

Examples: Have the community contact group workers had an impact on the safety of your area or made the living environment more pleasant?

More safety

Young people haven't caused so much trouble any more and customers in e.g. libraries have been able to visit the library with no disturbances,

FEEDBACK SURVEY FOR RESIDENTS/ACTORS IN TARGET AREAS ABOUT THE COMMUNITY CONTACT WORK - PROJECT

For example the unemployed have got something sensible to do.

Positive idea/concept

They try to get "Itiksen Aurinko" – day centre (for homeless and substance abusers) to have longer opening hours and are trying to organize a place for substance abusers to get away from the Tallinnanaukio -square.

Approach people who have so called social problems with others and with themselves.

For example calmed the situation down and got the area cleaned up.

Have directed people to use overnight shelters and get potential customers off the streets.

Intervene in issues

People need to be heard!

The awariness of them improves the pleasant feeling in the area

Make the work of the police easier.

I'm sure it has its benefits and is worth continuing

Question: In your opinion, is the work of the project needed?

	Answer	Amount	Per cent	20%	40%	60%	80%	100%
1.	Yes.	53	82,81%					
		107	84,25%					
2.	No.	1	1,56%					
		1	0,79%					
3.	Cannot say.	10	15,63%					
		19	14,96%					
Total		64	100%					
Total		127	100%					